

The Enterprise Knowledge Sharing Solution

Collaborative Knowledge Management may now be the key to meeting new challenges in global competition. The Hyperwave eKnowledge Suite can easily capture and manage the information within an organization and distribute it efficiently within the enterprise, as well as to business partners and customers. This occurs through the unique combination of content and document management, communications and teamwork functionality, along with support of business processes in the Hyperwave eKnowledge Suite.

Managing information - intelligently

An abundance of information in a variety of formats is produced daily inside organizations. The information is generated in two ways, through the specific creation of documents such as project reports, and the by-product of email communication or online discussions.

This knowledge can be utilized for the benefit of the enterprise in different ways - whether for publishing on WWW servers after a release process, for publication on the company's own partner extranet or even for internal use on the personalized employee portal.

All of these requirements can be met individually by separate systems for document management, web content management, or groupware where they are linked. The content is then transferred and processed in different ways.

However to avoid this complex scenario and the associated losses of quality and information, an integrated solution is needed. The Hyperwave eKnowledge Suite combines these functions in a powerful collaborative knowledge management platform.

The Hyperwave eKnowledge Suite

The Hyperwave eKnowledge Suite allows the simple filing of structured and unstructured data in a dynamic information system, as well as efficient access to this data from any place and at any time.

This is achieved through the combination of sophisticated content and document management with standard-based web technology, which efficiently supports core processes within the business.

Features & Functionality

Content Management

- Publishing from browser interface, via drag & drop from Windows File Explorer, or directly from the application
- Role-specific display of content and views
- Integrated workflow and release processes
- Document life cycle management
- Guaranteed link consistency in HTML through dynamic Hyperwave link management
- Push agents for automatic notifications
- Easy customization of user interface

Document Management

- Support of all document formats (e.g. MS Office, multimedia formats, HTML, XML, PDF, etc.)
- Version control, document history, check in and check out
- Automatic categorization and metadata management
- Integrated full-text search with Verity or Autonomy for more than 200 document formats
- Search in external databases such as Lotus Notes, Microsoft Exchange or Web servers*
- Search and display of similar documents

Interaction and Communication

- Search for experts on specific topics
- Online discussion forums with archiving
- Support of chats via Hyperwave eConferencing Suite
- Full email integration ("cc: Intranet")
- Hyperwave eKnowledge Portal as a personalized, role-based and cross-system knowledge portal*
- Hyperwave Team Workspace for collaboration between project teams at different locations*

Security

- Secure data transfer with SSL V3 encoding*
- Supports Client-Side Certificates*
- Flexible security concept with individual rights assignment
- Leveraging of existing user administrations from NT Domains or LDAP servers*
- Single Sign-On for Windows NT

*Additional module

"Information overflow" is avoided by personalized content delivery, guaranteed data integrity and a granular, hierarchical access rights system.

Intuitive user prompting, role-specific content display and automatic pushing of information provide intelligent support for both knowledge management as well as business-to-business applications. High scalability as well as simple adaptation and administration tools allow for flexible upgrading of the system. Overall, comprehensive functionality and open standards make this web-based software one of the leading technologies currently available.

System Properties

- Multilingual and international
- Administration via Web browser
- Easy system integration through high standard support, Java Servlets, COM, XML, WAP and WebDAV
- Upgradable via open programming interfaces and the Hyperwave Software Development Kit

System Requirement

Software Environment

- IS/6 Release 3 or higher

Browser

- Internet Explorer 6.0 SP-1 (Windows 2000/XP)
- Netscape 7.1 (Windows 2000/XP and Mac OS X)
- Internet Explorer 5.2.x (Mac OS X)

Operating Systems (based on IS/6)

- Windows 2000 Server SP-3
- Red Hat Enterprise Linux AS 2.1
- SUSE Linux Enterprise Server 8
- Solaris 8

Databases (based on IS/6)

- Microsoft SQL Server 2000 SP-3
- Oracle 9i Database Release 2 (9.2)

The Architecture

The Hyperwave eKnowledge Suite is based on Hyperwave IS/6, the platform for developing powerful enterprise content management solutions. Similar to an operating system, the IS/6 provides applications with base technologies such as information search and retrieval, managing access rights, and version control.

The optional Hyperwave eKnowledge Portal provides a role-specific, personalized and cross-system interface for accessing precisely the knowledge an individual needs at a certain point in time.

To support collaboration project work in distributed teams, the Hyperwave eKnowledge Suite can be further enhanced through the Hyperwave Team Workspace module. Created using a wizard, different tools such as group calendars, task lists, notes, and full email integration are available for project-wide collaboration - independent of time and location.

The Hyperwave Workflow Option controls the execution of business processes in the knowledge management system and facilitates rules-based routing of work packages between employees.

The Hyperwave Web Content Option simplifies the construction of Internet, Intranet and Extranet pages to the point where employees can draw up content themselves - and still comply with corporate designs.



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